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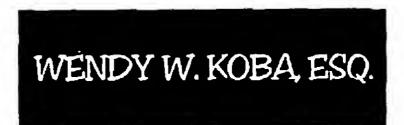
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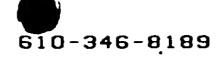
Company: USF	<b>ਾ</b>	From: Wendy W. Koba			
Attention: K.S.	. Lin	Pages including cover sheet: 6			
Fax No.: 703-872-9306		Date: March 1, 2004			
Re: Serial No.	09/428,363				
☐ Urgent ☐ F	Please review	☐ Please Reply ☐ For your information			
Case Name:	Burg 113571				
Serial Number:	09/428,363				
Filing Date:	October 27, 1999				
Group Art Unit:	2154				
Examiner:	K. S. Lin				
Title:	Delivery of Call Queue Messag	ges for Calls Launched from the Internet			

In response to a Non-final office action dated November 28, 2003, attached please find the following documents:

- 1. Transmittal Form (1 page)
- 2. Certificate of Transmission under 37 CFR 1.8 (1 page)
- 3. Claims as Amended (1 page)
- 4. Amendment (2 pages)

Respectfully submitted,

Wendy W. Koba, Esq.



Linder the Consequent Description is a section	U.S. Pater	PTO/SB/21 (08-0 Approved for use through 07/31/2006, OMB 0651-00: If and Trademark Office; U.S. OEPARTMENT OF COMMERC
{	Application Number	on of Information unless it displays a valid OMB control number of O7/428 363
TRANSMITTAL	Filing Date	October a7, 1999
FORM	First Named Inventor	
(to be used for all correspondence after initia	filing) Art Unit	F. Burg
·	Examiner Name	als4
		K.S. Lin
Total Number of Pages in This Submission	Attorney Docket Number	11357/
	ENCLOSURES (Check all that	apply)
Fee Transmittal Form Fee Attached	Drawing(s)  Licensing-related Papers	After Allowance communication to Group  Appeal Communication to Board
Amendment/Reply	Petition	of Appeals and Interferences Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
After Final	Petition to Convert to a Provisional Application	Proprietary Information
Affidavits/declaration(s)	Power of Attorney, Revocation Change of Correspondence Addres	ss Status Letter
Extension of Time Request	Terminal Disclaimer	Other Enclosure(s) (please
· ·		Certificate of Transmission
Express Abandonment Request	Request for Refund	Under 37 CFR 1.8
Information Disclosure Statement	CD, Number of CD(s)	
Certified Copy of Priority Document(s)	Remarks	
Response to Missing Parts/		
Incomplete Application		
Response to Missing Parts under 37 CFR 1.52 or 1.53	:	•
SIGNAT	URE OF APPLICANT, ATTORNE	Y, OR AGENT
Firm or		
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Date Womely U	Koba	
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CE	RTIFICATE OF TRANSMISSION/N	MAILING
I hereby certify that this correspondence is be	ng facsimile trensmitted to the USBTO	rposited with the United States Postal Sanice with its, P.O. Box 1450, Alexandria, VA 22313-1450 on
Typed or printed name Wendu	1 W. Koka	
Signature Work	w. Koba	Date 3/1/04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450, OO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

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## Certificate of Transmission under 37 CFR 1.8

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Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

Reply to Office Action for Serial No. 09/428,363

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

if you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

case Burg 113571 SERIAL NO. 69/428,363

GROUP ART UNIT

FILED October 27, 1999

EXAMINER K.S. Lin

TITLE Delivery of Call Queve Messages for Calls Launched from

COMMISSIONER OF PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

No additional fee is required, as shown below.

## **CLAIMS AS AMENDED**

TOTAL CLAIMS FOR	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
FEE PURPOSES INDEPENDENT CLAIMS	23	MINUS	27	6	X \$18	0
MULTIPLE	2	MINUS	2	0	X \$86	6
DEPENDENT CLAIM(S) First presented with this amendment, if applicable	C		۵	٥	X\$290	0

Respectfully,

Reg. No. 30509

Attorney for Applicant(s)

610-346-7112